

GSE CUSTOMER COUNCIL MEETING

March 12, 2004

Members Present:

John Bradford, Chairperson; John Baldwin, Vice Chairperson; Capt. Bob Alles, DPS; Jennifer St. John, DNR; Marcia Spangler, DPH; Mary Lawyer, IDED; Greg Anliker, Elder Affairs; Charlie Smithson, Ethics; Ruth White, Human Rights; Peggy Sullivan, Judicial.

Members Not Present:

Roger Johnson, Cultural Affairs; Bob Straker, AFSCME.

Others Present:

Patrick Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE/Fleet & Mail; Tim Ryburn, GSE/CCM; Dean Ibsen, GSE/D&C; Tera Harrington, GSE; Nancy Williams, GSE; Ken Paulsen, GSE/Purchasing; Julie Sterk, DAS/Accounting; Mark Willemsen, Legislature; Marianne Mickelson, DAS/ITE; Jim Chrisinger, DOM.

Call to Order:

Chairperson John Bradford called the meeting to order at 7:30 a.m.

Opening Comments:

Pat Deluhery welcomed everyone to the meeting. We have rolled out our rates and are in the 30-day period.

Approval of Minutes of January 16, 2004 Meeting:

Greg Anliker moved to approve the minutes with one correction (Change the word make to may – in the opening comments). Marcia Spangler seconded the motion. Motion passed.

Rate Package:

John Baldwin attended the “roll-out” meeting on the rate package. John Baldwin stated it went about as well as you would expect. John Baldwin expressed that the rates have to be ready to go much earlier, i.e. Department of Corrections budget preparation begin in August and September and are finalized by October 1.

Peggy Sullivan thanked GSE for keeping the costs down, John Bradford expressed his appreciation for all of the work GSE has done for the Customer Council members.

Printing – Update:

Pat Deluhery advised GSE terminated six printing department staff as well as Administrator Scott Bertness. A meeting was held with all Printing employees advising that the Printing Division will be combined with the Fleet and Mail Division for efficiencies. Dale Schroeder will become Administrator over the combined department. Lise Melton will continue to be Supervisor of the Printing Division.

Pat Deluhery stated GSE is confident the Printing Division can be viable. Please encourage your department to “take another look” at using the Print Department instead of sending work out.

Financial Statements – Update:

Debbie O’Leary presented the Purchasing Division Financial Statement, discussed various items with the members and provided a hand-out. Debbie advised the finance area of DAS has really made great strides to begin to provide financial information, balance sheets, cash flow information. Every two weeks we receive a cash flow statement from Finance.

January, 2004 vs. January, 2003, agencies purchased about \$3 million less. This trend is continuing in February. April is normally the second largest month for purchases in state government.

GSE is doing many things to curtail expenditures, including stopping many mainframe reports.

Purchasing is very staff intensive, even though GSE is having fewer purchases, the workload doesn’t go down since we still have to keep up the contracts intact.

GSE recently signed a contract with Emergency Management Division, GSE will be receiving \$60,000 for work we are doing for them. We are also entering into a contract with the Secretary of State’s office for our services on the voter registration system, they have asked for 65 days of Ken Paulsen’s time which will be about \$20,000.

John Bradford stated it would be helpful in the financial reporting, to have year-to-date expenses and resources, then compare that with the year-to-date budget. This would help determine where we are compared to where we should be. Another way, at the top, indicate where we should be percentage-wise. If we are 7 months out of 12 – what percent is that? At the top it should say – this is the % we should be at this point.

John Baldwin stated the Council should have a frank discussion on “How Charter Agencies could impact us”. Using the Oakdale expansion as an example, the Governor’s budget has this in one lump sum; however, the Legislature is proposing splitting that (1/2 in ’05 and ½ in ’06). This would present a problem for GSE, since GSE can only bid a project with money in hand. John Baldwin stated, since he would want to bid the whole project at once to save money, they are a Charter Agency, potentially they could take their business elsewhere and not use GSE. It was noted Charter Agencies are required to use the Utilities; they are not required to use Marketplace services. Debbie O’Leary advised GSE needs to have a discussion with the AG’s office regarding this.

Business Plans:

All GSE Divisions attended a course at DMACC on how to write business plans. Debbie O’Leary briefly discussed the Purchasing Business Plan and answered questions. At the April meeting, Debbie would like to respond to any questions the Council has regarding the Purchasing Business Plan. Also at the April meeting, Tim Ryburn will present the CCM Business Plan, briefly discuss it, then ask that the Council bring any questions back to the May meeting on the CCM plan.

2004 GSE Meeting Schedule:

Since the April 9 meeting is Good Friday, the meeting will be moved to April 16, 2004.

Open Discussion:

Charlie Smithson stated he hoped GSE will get aggressive with local governments about trying to market to them. Debbie O'Leary advised GSE had conversations with the League of Cities and the Iowa Association of Counties, they buy off the State Contracts; however, the State is not receiving the 1%. Debbie advised this is the reason GSE would like to implement some kind of "subscription fee" for these types of situations.

John Baldwin advised of some items he would like to see on the agenda:

- Cost of Living adjustments for GSE and the factor in calculation of fees.
- Invite some of our customers to give us a review of how we did, give us some feedback.

Charlie Smithson stated he felt it would be useful to have someone take a look the statutory language in the Administrative Rules about the Customer Council authority. Charlie stated he thought this would be a perfect place to handle some of these issues; however, does the Council have the authority?

Adjournment:

Adjourned at 9:30a.m.

Respectfully submitted,

Nancy Williams, Secretary